Hours Not Worked
Performance Improvement
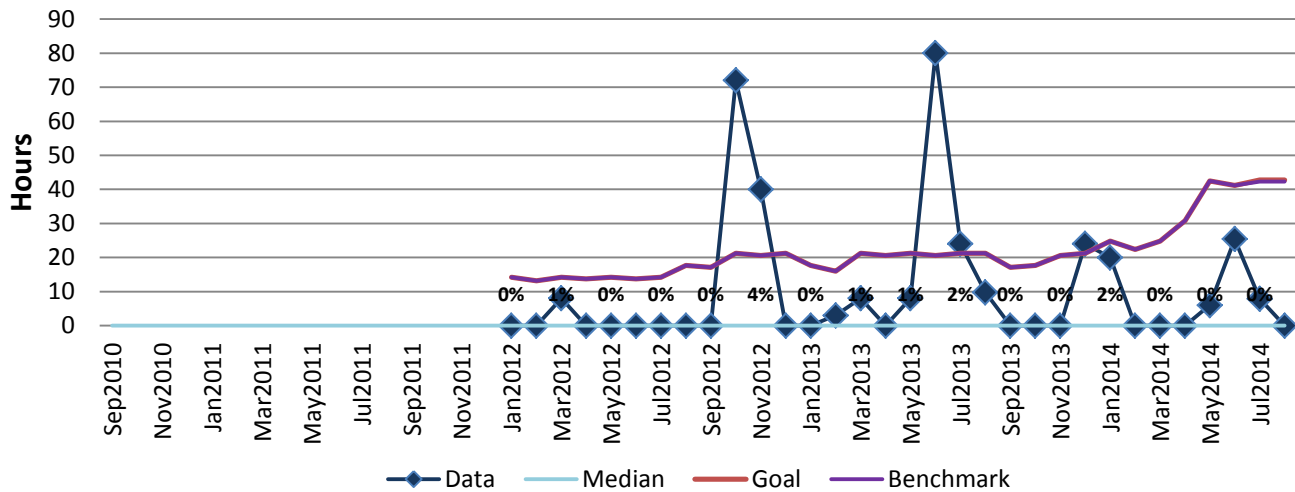
LouieStat

KPI Owner: Daro Mott | **Process: Time & Attendance**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Calendar Year 2013 5.79% (130 Hours) Goal: Compared to a baseline of 5.79%, reduce hours not worked to 2% of total hours worked in FY15 (July2014-June2015) Benchmark: 2%	Data Source: P-Soft Payable Time Goal Source: OPI Scope Summary Benchmark Source: Bureau of Labor Stats	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Total # of hrs per month employees were not at work performing normal job functions (excludes vacations & holidays) Why Measure: Better understand culture impact on employee attendance Next Improvement Step: Evaluate special causes of variation in hours not worked performance.

How Are We Doing?

Sep2013-Aug2014 12 Month Goal	Sep2013-Aug2014 12 Month Actual		Aug2014 Goal	Aug2014 Actual	
349	**83**		**43**	**0**	
Hours	Hours		Hours	Hours	

Hours Not Worked

Good

Sep2013-Aug2014 Pareto Analysis